

Division of Employment & Assistance Programs
Community Services Division
Employment Security Department
Department of Community, Trade and Economic Development
State Board for Community Technical Colleges

Actual Hours Project Recommendation and Implementation Strategy

Purpose:

As part of an ongoing effort to gather valuable staff input for policy development and implementation, the Division of Employment and Assistance Programs scheduled a one-day workshop to discuss ways to report WorkFirst activities in actual hours instead of time blocks.

The workgroup consisted of representatives from Community Services Division (CSD), Employment Security Department (ESD), Department of Community, Trade and Economic Development (CTED), and the State Board of Community Technical Colleges (SBCTC). Resource staff from the Division of Employment Assistance Programs (DEAP), Employment Security Department, and Information Technology Division (ITD) were also on hand.

Policy recommendation:

The consensus of the workgroup is to implement changes necessary to report WorkFirst activities in actual hours. This recommendation is based on the premise that to capture actual hours and at the same time maintain the concept of blocks of time would be too confusing for staff. The recommendation of the workgroup is:

- Actual hours will be recorded on the eJAS component screen. This will replace the block of time entry we currently use. This information is sent to the data warehouse for federal reporting purposes.
- IRP templates will be retained and revised to accommodate actual hours. With this, the number of IRP templates will significantly decrease.

Assumptions:

- Definition of fulltime and part-time will remain the same.
 - Individuals participating full-time are in an activity or a combination of activities that total 32 hours or more per week.
 - Individuals participating part-time are in an activity or a combination of activities that total less than 32 hours per week.
- Full-time stand alone activities such as full-time Job Search, Community Jobs, High Wage/High Demand Training, and Customized Jobs Skills Training are considered full-time and count as 40 hours per week.
- Service Providers will continue to offer services under the actual hours concept using the existing hours range for this determination:
 - Full-time = 32 or more hours
 - $\frac{3}{4}$ time = 24-31 hours
 - $\frac{1}{2}$ time = 16-23 hours

Note: Job Search services are not changing under this proposal

Current caseload transition:

Caseload transition will involve some individuals being systematically updated to actual hours while others will require a case by case review. The assumption is that ITD can fulfill our requirements for the transition. When eJAS automation is released:

- All individuals in stand alone full-time activities (JS, CJ, HW, PE) will have the block of time converted to 40 hours.

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- All other cases will have the base range of the block of time put in the actual hours field.
 - Full-time = 32 hours
 - $\frac{3}{4}$ = 24 hours
 - $\frac{1}{2}$ = 16 hours
 - $\frac{1}{4}$ = 8 hours
 - 0 = 0 hours
- These individuals will require a case by case review and the following actions to be taken:
 - Verify actual hours record on eJAS component screen.
 - Review and update IRP if needed.
- Conversion of the caseload will be complete within 120 days.
- Conversion plan allows for local flexibility as far as priority and approach for conversion.
- Regional WorkFirst Coordinators are responsible for monitoring the transition.

Impacts:

Task	Division Impacted	Severity
eJAS Programming	ITD	Impact would not be significant as long as existing work is prioritized allowing for programming to be complete. Impact could be significant if programming is done while existing eJAS priorities remain on track.
Revision and reduction of the IRP templates	DEAP	Yet to be determined. CSD program managers will be impacted by increased translations.
e-JAS reports will need to be converted to actual hours - ITD <ul style="list-style-type: none"> • Monthly, Daily, Real time Customer Accountability Report • Adhoc 	ITD	Yet to be determined. If incorporated into actual hours work request, may delay release.
CATS	ESD	Yet to be determined
Reviewing and updating caseload to actual hours	CSD	Medium to high workload impact. This requires a 100% review of the caseload, recoding and updating IRP's in some instances.
Revise Manuals and Handbooks	DEAP	Medium to high workload impact

Training:

Identifying training needs is an ongoing effort throughout this project. As automated systems are developed, training needs will be identified. Headquarters staff will play an integral role in the development of training.

Prior to implementation, clarification of policy is needed around "X" codes and the hours attached to specific "X" activities.

December 7, 2004

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Headquarters support:

To ensure that implementation is timely and the field is supported, the following are required:

- Training tools.
- Completion of the Automated Work Request (AWR) for the adhoc "as of date" prior to implementation of blocks of time. This must be in place to assist with monitoring caseload conversion.
- Including in the AWR for actual hours:
 - An actual hours column in the part-time activities section of the Caseload Management Report
 - Changes to eJAS adhoc from blocks of time to actual hours/range of hours
- A message from Deb reinforcing that;
 - We are not moving from blocks of time to hours because of staff error
 - Policy is not changing
 - Case management is not driven by numbers
 - Individuals should not be moved from an appropriate activity to a countable one
 - RA's and CSOA's understand and support this message

Workgroup Members

CSD	ESD	CTED	SBCTC	STRU
Barb Mooney Region 1 HQ	Cathy Swanson Puget Sound Region – Federal Way JSC	Joyce Beebe HQ	Sabra Murray Clover Park College	Maura Donoghue HQ
Maria Santiago Region 2 - Yakima CSO	Mike Riber West Region - Mt Vernon JSC		<u>Facilitator</u> Candy Banker <u>Recorder</u> Mary Doherty <u>Resource Experts</u> Brent Low – DEAP HQ Glynnis Ashley – ESD HQ Brian Roper – ESD HQ Andy Nord - ITD	
Darcy Deach Region 3 - Mt Vernon CSO	Donald Sparks West Region - Pierce NW JSC			
Shelley Ronnfeldt CSD Region 4 – HQ				
Christine LeAir CSD Region 5 – NWWF CSO				
Kris Walter CSD Region 6 - Chehalis CSO				